

## Appendix 2

### Service Level Agreement between Chesterfield Borough Council and Chesterfield Citizens Advice Bureau Schedule 1 – Work Programme for Service Delivery

*Details of activity undertaken/to be undertaken in 2015/16, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets*

<b>CBC Council Plan Priority</b>	<b>CBC Council Plan Objectives</b>	<b>Measures and Targets</b>	<b>Milestones</b>	<b>Actions and achievements to date</b>
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
<b>To make Chesterfield a thriving borough</b>	1.To make sure that local people benefit from the growth in Chesterfield Borough	<i>Provision of advice/support to enable people to seek, gain and maintain employment. Assist bring income into local economy and/or ensure income is retained there. <u>Target:</u> 18,000 enquiries dealt with per year 5000 new clients per year £3 million of debt rescheduled £3 million of financial gains for clients</i>	27.5 hours generalist advice per week, 50 weeks per year with casework services including for those in greatest need.	

	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place			
	3. To develop our great town centre			
	4. To improve access to technology that meets the needs of our residents, businesses and visitors	<i>Provision of information through CAB Website and Public Ipad information point, linking to wider Chesterfield community and Council services</i>  <i>Target: 4000 unique users of CCAB website/IPad information point per year.</i>	Accessible website and information point, with up to date information & advice, linking to other services that meet needs of Chesterfield people. Use of social media via twitter.	
<b>To Improve the quality of life of local people</b>	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	<i>Provision of housing &amp; fuel advice to enable people to seek, gain and maintain the housing they need.</i>  <i>Target:</i> <i>750 housing enquiries dealt with annually</i>  <i>500 fuel poverty enquiries dealt with annually</i>	27.5 hours generalist advice per week, 50 weeks per year.	

	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes			
	7. To improve the health and well-being of people in Chesterfield Borough	<i>Provision of advice and support that tackles the social determinants of ill health &amp; health inequality.</i>  <u>Targets:</u> 18,000 enquiries dealt with per year 5000 new clients per year  £3 million of debt rescheduled £3 million of financial gains for clients  70% of people receiving advice report better health & wellbeing (CAB Feedback sampling)	27.5 hours generalist advice per week, 50 weeks per year with casework services for those in greatest need. (and through project funding, provision of advice in primary health care settings, children's centres & mental health advocacy)	
	8. To reduce inequality and support the more vulnerable members of our	<i>Provision of quality advice and support to help the most vulnerable members</i>	27.5 hours generalist advice per week, 50 weeks per year with	

	community	<p><i>of the community resolve their problems and access financial support</i></p> <p><u>Targets:</u>  <i>18,000 enquiries dealt with per year</i>  <i>5,000 new clients per year</i>  <i>£3 million of debt rescheduled</i>  <i>£3 million of financial gains for clients</i>  <i>Work with partners to deliver an intensive support and advice package in 4 areas in the year. (Health, wealth &amp; wellbeing project in conjunction with CBC and others)</i></p> <p><i>Deal with 1300 enquiries per annum from Holmehall, Grangewood, St Helens and Middlecroft.</i></p>	casework services, including for those in greatest need. (and through project funding: provision of advice in primary health care settings, children's centres & mental health advocacy money skills and financial inclusion project work)	
<b>To provide value for money services</b>	10. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need			

**Service Level Agreement between Chesterfield Borough Council and Derbyshire Unemployed Workers Centre  
Schedule 1 – Work Programme for Service Delivery**

*Details of activity undertaken/to be undertaken in 2015/16, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets*

<b>CBC Council Plan Priority</b>	<b>CBC Council Plan Objectives</b>	<b>Measures and Targets</b>	<b>Milestones</b>	<b>Actions and achievements to date</b>
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
<b>To make Chesterfield a thriving borough</b>	1.To make sure that local people benefit from the growth in Chesterfield Borough	Money brought into the local economy as a result of income maximisation advice, therefore supporting local businesses.	Targets: Total of £2.5 million is brought into north Derbyshire in new benefit and credit claims to be potentially spent in Chesterfield.	
		Volunteering opportunities offered to Chesterfield residents providing training and work experience.  Targets: Total of £2 million is brought into	Total of 10 volunteers resident in Chesterfield contribute to DUWC service delivery. Close Links are maintained with Chesterfield Volunteer Centre.	

		north Derbyshire in new benefit and credit claims to be potentially spent in Chesterfield		
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place			
	3. To develop our great town centre	Engagement with and help to develop Chesterfield's May Day Festival.	Monday May 4 <sup>th</sup> support for Gala in the Town Centre	
	4. To improve access to technology that meets the needs of our residents, businesses and visitors			
<b>To Improve the quality of life of local people</b>	5. To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs			
	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes			
	7. To improve the health and well-being of people in Chesterfield Borough	Fewer household living in poverty due to health inequalities tackled by	Those seeking help from DUWC are also signposted to other	

		<p>ensuring households are claiming disability, ill health and caring benefits.</p>	<p>organisations for additional health based assistance e.g. Trust, Asbestos Support Team.</p> <p>Target: 1000 households advised on PIP/DLA/IB/CA/IIDB/ESA claims.</p>	
	<p>8. To reduce inequality and support the more vulnerable members of our community</p>	<p>Provision of face to face welfare rights advice at three sites in the Borough. Provision of home visits when necessary and telephone where appropriate. Ensuring no barriers to use of DUWC services.</p> <p>Targeting 'hard to reach' groups:</p> <p>Advice provided at three sites – Central, Brimington, Staveley.</p>	<p>Targets: 3000 cases to be dealt with in total 12 home visits to be carried out.</p> <p>250 cases dealt with by telephone</p>	

<b>To provide value for money services</b>	10. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need			



**Service Level Agreement between Chesterfield Borough Council and Derbyshire Law Centre  
Schedule 1 – Work Programme for Service Delivery**

*Details of activity undertaken/to be undertaken in 2015/16, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets*

<b>CBC Council Plan Priority</b>	<b>CBC Council Plan Objectives</b>	<b>Measures and Targets</b>	<b>Milestones</b>	<b>Actions and achievements to date</b>
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
<b>To make Chesterfield a thriving borough</b>	1.To make sure that local people benefit from the growth in Chesterfield Borough	<i>The Law Centre will recruit, induct and train 10 volunteers a year.</i>	<i>By the end of September 2015, we will recruit 5 volunteers.</i>	
		<i>We will recruit people who are disadvantaged people including those who experience mental health.</i>	<i>By end of the year, at least 50% of the volunteers will go into paid, educational and volunteering opportunities.</i>	
		<i>Derbyshire Law Centre will continue to provide free specialist legal services to the residents in Chesterfield Borough: -Community Care -Debt -Employment</i>	<i>By the end of September 2015, we will have assisted 175 clients and advised 750 callers.</i>  <i>By 31.8.2015, we will</i>	

		<ul style="list-style-type: none"> <li>-Housing &amp; homelessness</li> <li>-Immigration</li> <li>-Mortgage repossession</li> <li>-Tackling hate &amp; harassment</li> </ul>	<p>have:</p> <ul style="list-style-type: none"> <li>-Prevented homelessness,</li> <li>-Improved housing conditions or security, management of debt, --</li> <li>-Retained jobs or achieved compensation for loss of job.</li> <li>-Increased knowledge of rights,</li> <li>Improved confidence or self esteem, reduction of stress and anxiety</li> </ul>	
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place	<i>The Law Centre continue to use local suppliers.</i>		
	3. To develop our great town centre			
	4. To improve access to technology that meets the needs of our residents, businesses and visitors	<i>As part of Digital Inclusion strategy, we will work towards installing a PC and printer in one of the two interview rooms to enable clients to log online to complete various forms such as Universal Credit and expenditure and income forms.</i>	<i>By the end of March 2016, we will have installed a PC and printer for one of our interview rooms.</i>	

		<i>The Law Centre will launch its new website from June 2015. This will enable Chesterfield residents to access information about the free specialist legal services that the Law Centre provides. The website will be updated on a regular basis.</i>	<i>By the end of September 2015, we will have launched our new website.</i>		
<b>To Improve the quality of life of local people</b>	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	<i>The Law Centre will work in partnership with CBC on serious disrepair issues in order to improve clients' quality of housing.</i>	By 31.8.2015, we will have: -Prevented homelessness, -Improved housing conditions or security, management of debt,		
		<i>Derbyshire Law Centre will work in partnership with CBC to resolve issues of supply and demand of social housing for e.g. prevention of eviction.</i>	By 31.8.2015, we will have: -Prevented homelessness, -Improved housing conditions or security, management of debt,		
		<i>The Law Centre will continue to attend meetings with CBC housing officers and Cabinet members.</i>			
	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes				

	7. To improve the health and well-being of people in Chesterfield Borough	<i>The Law Centre improves health &amp; well-being of people in Chesterfield Borough through provision of free specialist legal advice service.</i>	<i>By the end of September 2015, we will have assisted 175 clients and advised 750 callers.</i>	
		<i>The Law Centre continues to work in partnership with advice agencies to ensure that Chesterfield residents have a smooth access to advice services.</i>		
		<i>To assist 350 and advise 1500 Chesterfield borough residents a year including those that are most deprived.</i>	<p><i>By the end of September 2015, we will have assisted 175 clients and advised 750 callers.</i></p> <p>By 31.8.2015, we will have:</p> <ul style="list-style-type: none"> <li>-Prevented homelessness,</li> <li>-Improved housing conditions or security,</li> <li>management of debt, --</li> <li>-Retained jobs or achieved compensation for loss of job.</li> <li>-Increased knowledge of rights,</li> <li>Improved confidence or</li> </ul>	

			self esteem, reduction of stress and anxiety	
		<i>To attend Welfare Reform and Financial Inclusion meetings organised by CBC.</i>		
	8. To reduce inequality and support the more vulnerable members of our community	Provision of support to victims of hate crime and harassment to residents in Chesterfield borough.		
		<i>Provision of advice to people on low incomes and/or living in deprived communities.</i>		
<b>To provide value for money services</b>	10. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need			

**Service Level Agreement between Chesterfield Borough Council and Links CVS  
Schedule 1 – Work Programme for Service Delivery**

*Details of activity undertaken/to be undertaken in 2015/16, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets*

<b>CBC Council Plan Priority</b>	<b>CBC Council Plan Objectives</b>	<b>Measures and Targets</b>	<b>Milestones</b>	<b>Actions and achievements to date</b>
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
<b>To make Chesterfield a thriving borough</b>	1.To make sure that local people benefit from the growth in Chesterfield Borough	One to one advice to 10 groups p.a.	Using pre-advice appointment questionnaire to find out groups' needs in relation to the growth in Chesterfield, and then giving advice and information accordingly. On-going throughout the year.	
		Promote the 4 Community Assemblies meetings (4 times p.a.)	Publicise and circulate the dates of the 4 Community Assemblies meetings to groups.	

		Promote the 4 Community Assemblies minor grants and community chest and support community groups to apply	Publicise and circulate the criteria and closing dates of the minor grants and community chest to groups. Throughout the year.	
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place	One to one advice to 10 groups p.a.	Using pre-advice appointment questionnaire to find out groups' needs in relation to the delivery of regeneration projects in Chesterfield, and then if relevant give advice and information accordingly. Throughout the year.	
		Organise an information workshop or a meeting with reps of 6-12 local groups to discuss the Chesterfield Borough Council (Corporate) Plan in relation to their plans and activities.	One workshop or meeting to take place sometime between Sept and Nov.	

	3. To develop our great town centre	Promote any relevant information to VCS groups that has an interest in the town centre of Chesterfield.	Publicise and circulate the information gathered to groups. On-going throughout the year.	
	4. To improve access to technology that meets the needs of our residents, businesses and visitors	Promote any relevant information to VCS groups including social enterprises that has an interest in the town centre of Chesterfield.	Publicise and circulate the information gathered to groups. On-going throughout the year.	
<b>To Improve the quality of life of local people</b>	5. To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	Liaison with housing department and DCC Adult Care regarding supportive housing for older people.	Publicise and circulate the information gathered to groups. On-going throughout the year.	
		Organise an information workshop or a meeting with reps of 6-12 local groups to discuss the Chesterfield Borough Council (Corporate) Plan in relation to their plans and activities.	One workshop or meeting to take place sometime between Sept and Nov.	



	6. To increase the quality of public space for which the council has responsibility through targeted improvement programmes	One to one advice to 10 groups p.a.	Using pre-advice appointment questionnaire to find out groups' needs in relation to the growth in Chesterfield, and then giving advice and information accordingly. On-going throughout the year.	
		Promote the 4 Community Assemblies meetings (4 times p.a.)	Publicise and circulate the dates of the 4 Community Assemblies meetings to groups. On-going throughout the year.	
		Promote the 4 Community Assemblies minor grants and community chest and support community groups to apply	Publicise and circulate the criteria and closing dates of the minor grants and community chest to groups. On-going throughout the year.	

	7. To improve the health and well-being of people in Chesterfield Borough	One to one advice to 15 groups p.a.	Using pre-advice appointment questionnaire to find out groups' needs in relation to health and well-being issues in Chesterfield, and then give advice and information accordingly. On-going throughout the year.	
		Liaison with DCC Public Health and the local Clinical Commissioning Groups (North Derbyshire and Hardwick) regarding the health and well-being issues.	Publicise and circulate the information gathered to groups. On-going throughout the year.	
	8. To reduce inequality and support the more vulnerable members of our community	One to one advice to 10 groups p.a. plus the promotion of and involvement in CBC Equality and Diversity Forum, Community Assemblies.	Publicise and circulate the information gathered to groups. On-going throughout the year.	

<b>To provide value for money services</b>	10. To become financially self sufficient by 2020, so we can continue to deliver the services our communities need	Promote any relevant information to VCS groups.	Publicise and circulate the information gathered to groups. On-going throughout the year.	

**Service Level Agreement between Chesterfield Borough Council and Chesterfield and District Shopmobility  
Schedule 1 – Work Programme for Service Delivery**

*Details of activity undertaken/to be undertaken in 2015/16, the Measures and Targets; Milestones; and, Actions and Achievements to date against Measures and Targets*

<b>CBC Council Plan Priority</b>	<b>CBC Council Plan Objectives</b>	<b>Measures and Targets</b>	<b>Milestones</b>	<b>Actions and achievements to date</b>
		<i>Please identify the measures and targets you will put in place to assist CBC in the delivery of the Council Plan objectives</i>	<i>Please identify key dates/actions/events expected in the coming year to help deliver measures and targets.</i>	<i>Please leave blank – this column will need to be completed for monitoring purposes half way through the financial year</i>
<b>To make Chesterfield a thriving borough</b>	1.To make sure that local people benefit from the growth in Chesterfield Borough	<i>Evaluate future town centre services, improve and monitor all provision in line with developments.</i>	<i>Ongoing (review quarterly)</i>	
	2. To continue delivering regeneration projects that will make Chesterfield Borough a better place	<i>To look for funding and provide additional services for the town and borough of chesterfield in line with developments.</i>	<i>Ongoing</i>  <i>Ongoing Review in line with town centre plan</i>	

	3. To develop our great town centre	<i>Promote chesterfield shopmobility further afield and attract new members/visitors to the service. 300 new members Attend 13 events</i>	<i>Ongoing Attend local events and promote our services.</i>	
	4. To improve access to technology that meets the needs of our residents, businesses and visitors			
<b>To Improve the quality of life of local people</b>	5.To increase the supply and quality of housing in Chesterfield Borough to meet current and future needs	<i>Work with members to achieve independence For members who use equipment within the home environment. 65 short term home loans 12 long term home loans</i>	<i>Ongoing Introduce our safe use of equipment and driving test/ instruction scheme.</i>	
	6. To increase the quality of public space for which the council has responsibility through targeted	<i>To work with the council to promote accessible places and</i>	<i>Evaluate the use of tracks, parks and safe mobility routes</i>	

	improvement programmes	<i>space for our members.</i>	<i>within the borough.</i>	
	7. To improve the health and well-being of people in Chesterfield Borough	<i>To continue to provide affordable services to members therefore combating isolation and promoting independence within the community.</i>	<i>Promote the use of mobility equipment to access open spaces.</i>	
	8. To reduce inequality and support the more vulnerable members of our community	<i>Evaluate our members mobility needs and respond accordingly with the correct mobility equipment.</i>		
<b>To provide value for money services</b>	10. To become financially self-sufficient by 2020, so we can continue to deliver the services our communities need			

